

Office and Clerical Branch
General Clerical Group
Receptionist Series

RECEPTIONIST

03/87

Summary

Under general supervision, greets visitors and callers, responds to requests for information and routes visitors to their desired destination; performs related duties as required.

Typical Duties

Receives visitors, determines the nature of their business and directs them to their destination; provides information regarding City and departmental policies and activities and other requested information, either in person or over the phone; responds to requests from fellow employees; investigates and answers complaints from the public or refers them to supervisor; receives incoming telephone calls and transfers callers to requested party or takes messages.

Receives, sorts and distributes departmental mail; prepares correspondence for mailing; performs clerical duties such as typing, filing, proofing and office equipment operation; gathers information for and prepares reports.

Minimum Qualifications

Training and Experience: Graduation from high school or G.E.D. and two years of office clerical experience involving public contact; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Good knowledge of the principles and techniques of public contact; good knowledge of office practices and procedures; some knowledge of filing systems; some knowledge of the use and care of office equipment; some knowledge of the use and care of paging/public address systems.

Ability to understand and follow oral and written instructions; ability to tactfully and courteously provide information in person and telephonically; ability to interpret and explain policies, procedures, rules and regulations; ability to express oneself clearly and concisely, both orally and in writing; ability to establish and maintain effective working relationships with fellow employees and the general public; ability to maintain records and prepare reports.

Physical Requirements: Mobility within an office environment.

Special Requirements: Bilingual (English/Spanish) preferred.

Director of Personnel

Department Head